

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

## In re Application

Inventor(s): Garibay, et al.

Appln. No.: 10/664,473

Confirm. No.: 4342

Filed: September 17, 2001

Title: SELF-SERVICE CUSTOMER LICENSE  
MANAGEMENT APPLICATION ALLOWING  
SOFTWARE VERSION UPGRADE AND  
DOWNGRADEPATENT APPLICATION

Art Unit: 3621

Examiner:

Customer No. 23910

## CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this correspondence is being deposited in the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Art Unit 3621, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on February 19, 2004.

  
Teri Muir

(Signature)

Signature Date: February 19, 2004

## PRELIMINARY AMENDMENT

Art Unit 3621  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Before examining the subject application, under Rule 37 C.F.R. 1.78 (5)(i) and 1.78(5)(ii); this amendment is being submitted within the sixteen months from the filing date of the prior filed provisional applications and we respectfully request that the application be amended as follows.

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Attorney Docket No.: BEAS-01454US7 SRM/JPO  
JOrmalley/Beas/1454/1454us7/Second Prelim.wpd